IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:)
Howard M. Lee) Examiner: Not Yet Assigned
Application No.: Not Yet Assigned) Art Unit: Not Yet Assigned
Filed: November 25, 2003	}
For: AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF CUSTOMER/AGENT INTERACTION	
Mail Stop Patent Application Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450	-

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Sir:

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Pursuant to 37 C.F.R. § 1.97, the submission of this Information

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Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

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		Respectfully submitted,				
		PELOQUIN PLLC				

Dated: 11/25, 2003

Mark S. Peloquin, Esq.

Reg. No. 50,787

800 Fifth Avenue, Suite 4100 Seattle, WA 98104-3100 206-447-1336 telephone 206-770-6562 facsimile

PTO/SB/08A (08-03)

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